



**TOWN OF CUMBERLAND  
45 Broad Street  
Cumberland, Rhode Island 02864**

**Public Safety Dispatcher**

**REPORTS TO:**

For routine administrative or personnel issues, the Public Safety Dispatcher (PSD) reports to the Chief of Police or his/her designee. For discipline specific (police, EMS, fire) dispatch operations and procedure, the PSD reports to and operates under the written or verbal direction of the respective Chief of Department or his/her designee.

**STATUS/HOURS:**

Hourly-Full-time

**DUTIES AND RESPONSIBILITIES:**

The Telecommunications division is responsible for providing public safety communications for the Cumberland Police Department (CPD), Cumberland Emergency Medical Services (CEMS) and the Cumberland Fire Department (CFD).

Specifically, the PSD Dispatcher is responsible for:

- Operating multi-channel radio and telecommunications equipment. CAD
- Receiving, evaluating, prioritizing and dispatching requests for emergency services (CPD, CEMS, CFD).
- Determining the appropriate resources to be dispatched for calls for emergency service.
- Simultaneously responding to multiple in-coming emergency and non-emergency phone calls.
- Simultaneously responding to radio traffic on multiple radio frequencies from CPD, CEMS and CFD field personnel.
- Entering the nature and other call related information into the dispatch aided dispatch (CAD) and information management systems.
- Monitoring and accurately recording all responder activities electronically.
- Maintaining daily CEMS/CFD crew accountability rosters.
- Participating in daily CEMS crew briefings (live or via telephone).
- Performing CPD/CEMS/CFD unit status checks based on predetermined parameters.
- Maintaining an awareness of response unit status and location.
- Monitoring radio channels for service request by other jurisdictions and emergency radio traffic.
- Monitoring hospital diversion status via the R.I. Hospital Capacity System (HCS) and making notification to EMS units relevant to changes in hospital diversion status and or resources.
- Answering regional control center (RCC) radio tests and providing responses CFD/CEMS asset out of service status.
- Conducting daily CFD/CEMS station alerting system and radio tests.

- Receiving and monitoring municipal fire alarm receiving equipment and dispatch resources as per standard operating guidelines.
- Placing fire alarm radio boxes in and out of service as needed.
- Communicating with the regional control center (RCC) in the event of a multi-patient or mass casualty incident (MCI).
- Monitoring supervisory alarms throughout the public safety complex (PSC) or other public safety facilities.
- Making notifications as requested by field personnel or required by standard operating guidelines.
- Notifying the Town's information technology vendor regarding functional issues involving the computer aided dispatch (CAD) or dispatch information management system.
- Referring calling parties to the appropriate public safety agency or police bureau for routine business matters.
- Monitoring video camera footage of the police cell block and other secure areas of the public safety complex.
- Retrieving and entering information from state and national computer networks and databases (e.g. RILETS, NLETS, NCIC etc.) regarding wanted persons, stolen vehicles and property, vehicle registration, motor vehicle operator's license status and other related information and relaying such requested information to CPD field personnel.
- Notifying the station supervisor/officer in charge (OIC) of officer activity and calls for police service requiring an elevated level of supervision.
- Following dispatch operations related standard operating guidelines issued by the Chief of Police, Chief of EMS and the Chief of the Fire Department
- Performing related duties as required.

**QUALIFICATIONS, EDUCATION AND EXPERIENCE:**

- High school graduate or general equivalency diploma (GED).
- Computer literate with Microsoft Windows® background.
- Must be able to type a minimum of 25 words a minute.
- Previous public safety dispatch experience preferred.
- Emergency medical dispatch certification preferred.
- Emergency Medical Technician certification preferred.
- Certification as a public safety dispatcher/telecommunicator preferred.
- Must be able to under pressure, exercise good judgment and make sound decisions in emergency situations and with constant interruptions.
- Must be able to establish the priority of emergency situations.
- Must be able to effectively communicate with and elicit information from upset and irate callers.
- Must be able to effectively articulate and announce verbal radio messages.
- Must be able to work in a team-based environment to achieve common goals.
- Must be able to establish and maintain effective working relationships with those contacted in the course of work.
- Must successfully demonstrate competency in the above duties and responsibilities and complete Incident Command System (ICS) 100, 200, 700, 800.c, APCO Public Safety Telecommunicator Certification, APCO Emergency Medical Dispatch Certification, APCO Law Enforcement Certification and APCO Fire Service Certification during a probationary period.
- Must be able to complete a successful criminal background check (including fingerprinting) prior to hire.

**COMPENSATION:**

- As per collective bargaining agreement.

***All qualified and interested candidates should send a letter of interest, a current resume and any letters of recommendation to Christina Boyan, HR Director [cboyan@cumberlandri.org](mailto:cboyan@cumberlandri.org) or mail to the address above Attention Human Resources.***